

Job Description | **Front of House Specialist**

Reports to: Patron Services and Executive Director

Hours: Part-time with daytime, evening, and weekend availability

Job Description

The Box Office/Front of House Specialist position provides excellent customer service in-person, over the phone and online. The Box Office/Front of House Specialist also handles cash and ticketing services in our centralized box office, serving the Duluth Playhouse's three performance venues and its School of Performing Arts. This position also focuses on managing the front of house for performances at all of our venues; providing front line interaction to patrons and ensuring events run smoothly. As part of this team the Box Office/Front of House Specialist will represent the high quality and professionalism of the Duluth Playhouse. This is a part-time position requiring day, evening, and weekend shifts. This position reports to the Executive Director.

Responsibilities include but are not limited to:

- Assist customers with purchase decisions
- Resolve customer conflicts with guidance from supervisor
- Maintain knowledge of items currently available to customers
- Understand and relate purchasing policies to customers
- Collect complete and accurate data from customers
- Process phone and in person orders using AudienceView, our ticketing and patron management platform
- Follow proper cash handling procedures and reconcile daily transactions
- Maintain a positive attitude and a genuine interest in helping others
- Oversee usher volunteers and the scanning of tickets
- Troubleshoot on the spot issues in a professional manner
- Manage front of house operations on performance nights
- Perform other duties as required

Experience and Skills:

- Highly motivated self-starter
- Attention to detail
- Customer service experience
- Knowledge of basic cash handling procedures, and fiscal responsibility
- Ability to initiate and build relationships with customers and interact via telephone and in person with customers
- Possess high standards of integrity, credibility, and reliability
- Works well independently and in a group setting, a true team player
- Ability to maintain a high level of poise and professionalism in all circumstances
- Passion for and/or experience in the performing arts

Duluth Playhouse is an equal opportunity employer in all positions, programs and services without regard to race, color, religion, creed, gender identification, national origin, age, disability, marital status, veteran status, sexual orientation, or any other legally protected status. We strongly encourage candidates from underrepresented backgrounds and communities to apply.

To Apply: Send resume to lhabdas@duluthplayhouse.org with the subject line "Box Office/Front of House Specialist". No phone calls.